



# Family Housing Resolution Process

## HOW CAN WE HELP YOU?

All residents' **suggestions** and **concerns** are important.

If you are not satisfied with a service, please follow the steps below.

1. **Base Family Housing:** contact Family Housing trouble call desk at 243-5555 (046-816-5555).  
**Off Base Housing:** call your landlord/real estate agent.
2. If your complaint is not addressed in a timely manner, please call the **Navy Housing Service Center** at 243-9037 (046-816-9037).
3. If you continue to have **unresolved issues**, please contact the **Installation Housing Director's Office** at 243-8803 (046-816-8803).
4. Inform your **Chain of Command** if you need additional help.